

## ABSTRACT

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*Horison Ultima Riss Hotel Yogyakarta is one of the 4 star hotels in Yogyakarta which was established on November 20, 2013, by combining the beauty of Javanese cultural design and a modern touch. Horison Ultima Riss Hotel Yogyakarta has several departments that have different duties and responsibilities. One of the departments at Horison Ultima Riss Hotel Yogyakarta is the Food and Beverage Product department, which can be called the kitchen department. This kitchen department has duties and responsibilities in the processing of food ingredients from raw materials into food that is ready to be served to guests. Not only in charge of processing and serving, but also in charge of maintaining consistency in food quality at Horison Ultima Riss Hotel Yogyakarta. Sometimes in the process of serving food to guests there are obstacles that make guests less satisfied or complain about the products served at this hotel. According to the author's observations, this happened because of procedures that were not carried out properly in the operational standards of the kitchen department at Horison Ultima Riss Yogyakarta which had problems, namely in equipment or facilities and cleanliness in the department kitchen which affected the presentation of food when served to guests.*

*Keywords: Horison Ultima Riss Yogyakarta, SOP, Kitchen Department*